CaER ISO9000 Implementation Team Meeting
4/25/2002

Attendees:
Carolyn Plank – CD02
Wendy Sullivan – CD02
Amy Rape – CD10
Maria Hicks – CD20
Caroline Wang – CD30
Lynn Garrison – CD30
Mike Herston – CD40
Shelia Nash-Stevenson – CD60
Judy Pettus – CD70

Issues Discussed:
1. Audit Preparation:
   - Each department should review all current documents.
   - Every 6 months, managers must sign (concur) that the OWI's have been reviewed.
   - Review the point of contact list that Caroline sent out and have manager sign. Return to Caroline once signature of manager is obtained.
   - Review the Record Retention Schedule on the web.
   - Update the Master List if changes have been made.
   - All OWI's should be updated by May 10.

2. Refresher Training: Caroline will teach 5 refresher training courses on May 2 in 4200/211. The schedule is as follows:
   9:00 – 9:30
   10:00 – 10:30
   11:00 – 11:30
   1:00 – 1:30
   2:00 – 2:30

Also, on Friday May 3 Caroline will be in 4200/211 from 9:00 – 11:00 if anyone has any questions, needs to discuss anything, etc.

CaER ISO Internal/Internal Paper Audit is scheduled for May 21.

Department Representative should encourage everyone to attend the refresher training. Also, new employees should be assigned a mentor to familiarize them with ISO and the audit process. Each department rep. is responsible for teaching backup training for those people who do not attend the Refresher Training on May 2. Also, there will not be an internal/internal audit this year.

<u>Notes</u>:
At the last meeting, an action was assigned to each department to submit a Customer Satisfaction success story to Tricia Kennedy. This action has been removed. Each individual is responsible for submitting customer feedback (emails, phone calls) to the Customer Satisfaction website.

CaER Continual Improvement
Write up Status Report
4/25/2002

Organization	Title	Completion Status (Y/N)	Post on the web
CD01	SES Brochure		
CD01	Smart Books		
CD01	CaER ISO Implementation Plan		
CD03	First Time Launch Viewer's Program	Y	Y
CD10	NASA STARS	Y	N
CD20	E-Learning	Y	Y
CD20	Scantron Surveys	Y	Y
CD30	Software Release Process	Y	Y
CD30	Space Act Agreement		
CD30	SBIR/STTR Program Solicitation Development	Y	Y
CD30	SBIR/STTR Electronic Debriefing for non Selected Proposals Problem	Y	Y
CD30	Contract Administration and Closeout of SBIR/STTR	Y	Y
CD40	Activation of Continual Improvement website		
CD60	NASA Space Link	Y	N
CD60	Moonbugy Registration Process	Y	Y
CD70	Metrics	Y	N